

Highlights

Missouri Department of Mental Health 2001 Satisfaction Survey

Overall, consumers served by the Department of Mental Health were satisfied with services.

- 78.3% of the 9454 people who participated in the Consumer Satisfaction Survey reported that they were satisfied or very satisfied with the services they receive from the Missouri Department of Mental Health.*
- The highest satisfaction for all participants was with how agency staff members respect the ethnic and cultural background of those they serve (mean of 4.29*).
- The lowest satisfaction rating for all survey respondents was the timeliness of services (mean of 4.03*). For those in residential facilities the lowest satisfaction rating was with the opportunities for exercise and relaxation (mean of 3.64*).

There were differences in satisfaction along demographic lines.

- Females were more satisfied with services than males.
- Caucasians and Native Americans had the highest satisfaction with services of any racial/ethnic group.
- Some of the lowest ratings were found among Pacific Islanders and Hispanics. Their ratings, however, were still well above the "satisfied" level.
- The youngest consumers (up to 18 years old) were the least satisfied with services.
- 72.8% of the 848 people who completed the Family Member Satisfaction Survey reported that they were satisfied or very satisfied with the services their family member received from the Missouri Department of Mental Health.



* The survey uses a 5 point scale: 1 = Not at all satisfied...5 = Very satisfied.